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# Chapter 7: Personal Injury Protection

### Estimated training time:

30 minutes

### **Educational objectives:**

In this chapter, trainees will learn to...

- Identify *common hazards* to personal safety in the food service environment.
- Identify ways to prevent on-the-job injuries.

#### Presentation outline:

There are 13 teaching aids to use with this chapter. One is a group activity, and the rest are visuals which you can use with overhead projectors or copy and hand out.

The teaching aids for this chapter are listed on page 213.

# • Hazards + Human Error

# VISUAL OR HANDOUT:

Use Teaching Aid 7.1, "On-the-Job Injuries."

### T E X T

By its nature, the food service environment is full of potential hazards to employees' safety. Knives, slicers, grinders, glass, hot surfaces, and wet or greasy floors are only a few of the risks food service workers face every day.

Fortunately, most accidents also involve human error and, therefore, can be prevented.

# • Burns

# VISUAL OR HANDOUT:

Use Teaching Aid 7.2, "Preventing Burns."

#### T E X T

There are many ways employees can be burned in a food service environment unless they're very careful.



Burns can result from contact with hot surfaces, such as grills, ovens, burners, fryers, and other heating equipment.

Burns can also be caused by escaping steam, or by hot food or drinks that are splattered, splashed, or spilled.

### To prevent burns...

Use thick, dry pot holders or mitts, and stir food with long-handled spoons or paddles.

Turn on hot water faucets cautiously. Wear insulated rubber gloves for rinse water that is 171°F.



Follow instructions for the use of cooking equipment — particularly steam equipment. Be sure all steam is expelled from steamers before opening the door.

Lift cooking lids and similar equipment away from yourself to avoid burns from steam.

To avoid splattering and splashing, don't fill kettles too full. Also, don't allow food to boil over.

In addition, remember that oil and water don't mix, so be sure food is DRY before you place it in a fryer. Also remember to always...

Point pan handles away from traffic, but within reach, to avoid knocking over other pans.

Do not crowd cooking surfaces with hot pans.

Remove cooked foods from cooking surfaces immediately.

Allow oil to cool and use extreme caution when cleaning fryers.

Use caution when removing hot pans from oven. Wear insulated gloves or mitts, and be certain no one is in the removal path.

Do not wear clothing that may drape onto a hot spot and catch on fire.

# • Cuts

# VISUAL OR HANDOUT:

Use Teaching Aid 7.3, "Preventing Cuts When You're Preparing or Cooking Food," and Teaching Aid 7.3a, "Preventing Cuts When You're Cleaning or Storing Equipment."

#### T E X T

Just as food service workers need to take precautions to prevent being burned, they also need to be careful not to get cut. And, it's not just knives that can cause trouble.

Workers can also hurt themselves — or their co-workers — with sharp edges of equipment and supplies or with broken glass. Nails and staples used in food packaging can also be dangerous.

#### To prevent cuts, take the following precautions...

Use appropriate tools (not bare hands) to pick up and dispose of broken glass. Immediately place broken glass into a separate, clearly marked garbage container.

Take care when cutting rolls of kitchen wrap with the cutter.

Be careful with can openers and the edges of open cans. *Never* use a knife to open cans or to pry items loose.

Use a pusher to feed food into a grinder.

Turn off and unplug slicers and grinders when removing food and cleaning.

Use guards on grinders and slicers.

Replace equipment blades as soon as they are cleaned.

Be aware that *left-handed people* need to take extra care when working with slicers and similar equipment. This is because the safety features on this equipment are designed for right-handed people.



#### In addition...

Keep knives sharp. Dull blades are harder to work with and cause more cuts than sharp ones.

Never leave knives or equipment blades in the bottom of a sink.

Carry knives by the handle with the tip pointed away from you. Never try to catch a falling knife.

Cut away from yourself on a cutting board.

Slice, do not hack.

## Also, when you're storing or cleaning equipment, be sure to...

Store knives and other sharp tools in special places when not in use.

Wash dishes and glasses separately to help prevent them from being crushed by heavier objects and breaking in the dishwasher or sink.

Do not stack glasses or cups inside one another.

Watch out for nails, staples, and protruding sharp edges while unpacking boxes and crates.



# • Electrical Shock

# VISUAL OR HANDOUT:

Use Teaching Aid 7.4, "Preventing Electrical Shock."

T E X T

With the variety of electrical equipment used in food service, electrical shock is a common concern.

#### To prevent electrical shock...

Properly ground all electrical equipment.

Ensure that employees can reach switches without touching or leaning against metal tables or counters.

Replace all worn or frayed electrical cords.

Use electrical equipment only when hands are dry.

Unplug equipment before cleaning.

Locate electrical switches and breakers to permit rapid shutdown in the event of an emergency.

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### VISUAL OR HANDOUT:

Use Teaching Aid 7.5, "Preventing Strains," and Teaching Aid 7.6, "Proper Lifting and Carrying."

#### T E X T :

Carrying equipment or food items that are too heavy can result in strains to the arms, legs, or back.

#### To prevent strains...

Store heavy items on lower shelves.

Use dollies or carts when moving objects that are too heavy to carry.

To move objects from one area to another, use carts with firm shelves and properly operating wheels or casters.

Don't carry too many objects at one time; instead, use a cart.

Don't try to lift objects by yourself.

Use proper lifting techniques. Remember to bend from your knees and not your back.

# • Slips and Falls

#### VISUAL OR HANDOUT:

Use Teaching Aid 7.7, "Preventing Slips and Falls."

### T E X T

Anyone who slips and falls on the floor can be badly hurt. Be sure your facility does not have hazards that put workers at risk.

#### To prevent slips and falls...

Clean up wet spots and spills immediately.

Let people know when floors are wet. Use signs that signal caution and prominently display them.

Wear shoes that have non-slip soles.

Do not stack boxes or other objects too high. They can fall and cause people to trip.

Keep items such as boxes, ladders, step stools, and carts out of the paths of traffic.

## • Fines

## VISUAL OR HANDOUT:

Use Teaching Aid 7.8, "Preventing Fires."

### T E X T

More fires occur in food service than in any other type of operation. Fire extinguishers should be available in all areas where fires are likely, especially in the kitchen near grills and deep fryers. But be careful — don't keep extinguishers *so close* to the equipment that they will be inaccessible in the event of a fire.

All employees should be trained in avoiding fires as well as in the use of fire extinguishers and evacuation procedures. REMEMBER... Always call the fire department *first*, before using a fire extinguisher!

## Choking

VISUAL	O R
HANDOU	UT:

Use Teaching Aid 7.9, "Choking."

#### T E X T

As kids, we probably all heard our parents say: "Don't eat so fast! Chew your food properly!" They might have added, "Don't talk while you're eating, and drink your milk carefully!"

It's good advice for children — and for adults. Anyone can choke on food if he or she is not careful. That's why an important part of food service safety is being alert to your customers.

#### Here's what to look for, and what to do...

If a person has both hands to the throat and cannot speak or cough, it is likely he or she is choking.

If this person can talk, cough, or breathe, *do not* pat him or her on the back or interfere in any way.

If this person cannot talk, cough, or breathe, you will need to take action. Use the Heimlich maneuver and call for help *immediately*.

All food service employees *should be trained* on the use of the Heimlich maneuver, and posters with instructions on how to perform it should be posted near the employee dining area.

## VISUAL OR HANDOUT:

Display Teaching Aid 7.10, "The Heimlich Maneuver," then ask trainees to carefully practice it on each other if you think this is appropriate.

# • Exposure to Hazardous Chemicals

## VISUAL OR HANDOUT:

Use Teaching Aid 7.11, "Exposure to Hazardous Chemicals."

#### T E X T

Improper exposure to cleaning agents, chemical pesticides, and chemical sanitizers may cause poisoning or injury to the skin. To protect workers from exposure to hazardous materials, special precautions need to be taken, including certain steps that are required by law.

For example, the U.S. Department of Labor's Occupational Safety and Health Administration — commonly known as OSHA — requires food service establishments to keep a current inventory of all hazardous materials.

Manufacturers are required to make sure hazardous chemicals are properly labeled and must supply a Material Safety Data Sheet (MSDS) to be kept on file at the food service facility. The MSDS provides the chemical name of the product, physical hazards, health hazards, and emergency procedures in case of exposure.

Information about each chemical, including its common name, when it is used, who is authorized to use it, and information from the MSDS must also be provided to workers.

#### To prevent improper exposure to hazardous materials, make sure...

- only properly trained workers handle hazardous chemicals
- employees have safety equipment to use when working with hazardous chemicals
- employees wear non-porous gloves and eye goggles when working with sanitizing agents and other cleaners

### ACTIVITY:

Use Teaching Aid 7.12, "Personal Injury Protection." This is a group activity. Instructions include suggestions for additional activities.

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# Teaching Aids to Use With Chapter 7: Personal Injury Protection

•	On-the-Job Injuries	Teaching Aid 7.1
•	Preventing Burns	Teaching Aid 7.2
•	Preventing Cuts When You're Preparing or Cooking Food	Teaching Aid 7.3
•	Preventing Cuts When You're Cleaning or Storing Equipment	Teaching Aid 7.3a
•	Preventing Electrical Shock	Teaching Aid 7.4
•	Preventing Strains	Teaching Aid 7.5
•	Proper Lifting and Carrying	Teaching Aid 7.6
•	Preventing Slips and Falls	Teaching Aid 7.7
•	Preventing Fires	Teaching Aid 7.8
•	Choking	Teaching Aid 7.9
•	The Heimlich Maneuver	Teaching Aid 7.10
•	Exposure to Hazardous Chemicals	Teaching Aid 7.11
•	Personal Injury Protection	Teaching Aid 7. 12 (Group Activity)

# On-the-Job Injuries

## Common injuries include...

- Burns
- Cuts
- Electrical shock
- Strains
- Slips and falls
- Fires
- Choking
- Exposure to hazardous chemicals

Teaching Aid 7.1 - "On-the-Job Injuries"

# Preventing Burns

To prevent getting burned or putting your co-workers in harm's way...

- Use thick, dry pot holders, and stir food with long-handled spoons or paddles.
- Turn on hot water faucets cautiously. Wear insulated gloves for rinse water that is 171°F.
- Follow instructions for using cooking equipment particularly steam equipment.
- Lift cooking lids AWAY FROM yourself to avoid getting burned by escaping steam.
- To avoid splattering and splashing, don't fill kettles too full or allow food to boil over.

#### Also...

- Remember, oil and water *don't mix*. Make sure food is dry before placing it in a fryer.
- Point pan handles away from traffic, but within reach, to avoid knocking over other pans. Do not crowd cooking surfaces with hot pans.
- Remove cooked foods from cooking surfaces immediately.
- Allow oil to cool and use extreme caution when cleaning fryers.
- When removing hot pans from oven, wear insulated gloves or mitts and be certain no one is in the removal path.
- Do not wear clothing that may drape onto a hot spot and catch on fire.

Teaching Aid 7.2 - "Preventing Burns"

# Preventing Cuts When You're Preparing or Cooking Food

To prevent cuts, take the following precautions...

- Use appropriate tools to pick up and dispose of broken glass. Immediately place it in a separate, clearly marked garbage container.
- Take care when cutting rolls of kitchen wrap with the cutter.
- Be careful with can openers and the edges of open cans. Never use a knife to open cans or to pry items loose.
- Use a pusher to feed food into a grinder.
- Turn off and unplug slicers and grinders when removing food and cleaning. Use guards on grinders and slicers. And, replace equipment blades as soon as they are cleaned.
- If you are left-handed, be extra cautious when working with slicers and similar equipment because safety features are designed for right-handed people.

#### In addition...

- Keep knives sharp. Dull blades are harder to work with and cause more cuts than sharp ones.
- Never leave knives or equipment blades in the bottom of a sink.
- Carry knives by the handle with the tip pointed away from you. Never try to catch a falling knife.
- Cut AWAY from yourself on a cutting board. Slice, do not hack.

Teaching Aid 7.3 "Preventing Cuts When
You're Preparing or
Cooking Food"

# Preventing Cuts When You're Cleaning or Storing Equipment

- Store knives and other sharp tools in special places when not in use.
- Wash dishes and glasses separately to help prevent them from being crushed by heavier objects and breaking in the dishwasher or sink.
- To avoid breakage, do not stack glasses or cups inside one another. If a glass object does break, use appropriate tools and methods to pick up and dispose of broken glass.
- Watch out for nails, staples, and protruding sharp edges while unpacking boxes and crates.

Teaching Aid 7.3a "Preventing Cuts When
You're Cleaning or
Storing Equipment"

# Preventing Electrical Shock

- Properly ground all electrical equipment.
- Make sure switches can be reached without anyone having to touch or lean against metal tables or counters.
- Replace all worn or frayed electrical cords.
- Use electrical equipment only when hands are dry.
- Unplug equipment before cleaning.
- Locate electrical switches and breakers to permit rapid shutdown in case of emergency.

Teaching Aid 7.4 "Preventing Electrical
Shock"

# Preventing Strains

- Store heavy items on lower shelves.
- Use dollies or carts when moving objects that are too heavy to carry.
- To move objects from one area to another, use carts that have firm shelves and properly operating wheels or casters.
- Don't carry too many objects at one time. Make several trips or use a cart.
- Don't try to lift objects by yourself.
- Use proper lifting techniques. Bend your knees, not your back.

Teaching Aid 7.5 - "Preventing Strains"

# Proper Lifting and Carrying

- Get a firm grasp on the object.
- Get a firm footing.
- Bend your knees and keep your back straight.
- Hold the object near your body.
- Lift by using your leg muscles.
- Use a normal walking speed.
- Make sure nothing is in the way and you can see where you are going.
- Ease the object into its resting place.

Teaching Aid 7.6 - "Proper Lifting and Carrying"

# Preventing Slips and Falls

- Clean up wet spots and spills immediately.
- Let people know when floors are wet. Prominently display signs that signal caution.
- Wear shoes that have non-slip soles.
- Do not stack boxes or other objects too high. They can fall and cause people to trip.
- Keep traffic areas free of cases, carts, step ladders, and other objects.

Teaching Aid 7.7 - "Preventing Slips and Falls"

# Preventing Fires

- Make sure fire extinguishers are available in all areas where fires are likely.
- Make sure fire extinguishers are especially accessible in the kitchen near grills and deep fryers. But don't keep extinguishers so close to the equipment that they will be inaccessible in the event of a fire.
- Make sure all employees are trained. Training should include how to avoid fires, how to use fire extinguishers, and what to do if evacuation is necessary.
- Always call the fire department first, before using a fire extinguisher.

Teaching Aid 7.8 - "Preventing Fires"

Choking

- Choking can result from talking, drinking, and eating too quickly without chewing food properly.
- A choking person generally has both hands to the throat and cannot speak or cough.
- If a person can talk, cough, or breathe, do not pat him or her on the back or interfere in any way.
- If a person *cannot* talk, cough, or breathe, you will need to take action.
- If someone is choking and needs your help, use the Heimlich maneuver and *immediately* call for help.

Teaching Aid 7.9 - "Choking"

# The Heimlich Maneuver

If a choking person cannot talk, cough, or breathe, you will need to act.

- Ask, "Are you choking?"
- **f** Shout, "Help!"



Tell someone to phone Emergency Service for help.



Do abdominal thrusts.



Repeat abdominal thrusts until object is coughed up, or victim starts to breathe or cough.

Teaching Aid 7.10 "The Heimlich
Maneuver"

# Exposure to Hazardous Chemicals

To protect against exposure to hazardous chemicals...

- Remember to use proper procedures and be extremely cautious. Improper exposure to cleaning agents, chemical pesticides, and chemical sanitizers may cause poisoning or skin injuries.
- Wear safety equipment such as goggles and gloves.
- Make sure only properly trained workers handle hazardous chemicals.

In case of exposure, follow the instructions printed in the Material Safety Data Sheet (MSDS) kept on file at the food service facility.

Teaching Aid 7.11 "Exposure to Hazardous
Chemicals"

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# Teaching Aid 7.12: ""Personal Injury Protection""

(Instructions for Presenters)

This is a group activity that will reinforce what trainees have learned about preventing injury to themselves — and their co-workers — in the food service environment.

#### First, you'll need...

- a pot of boiling water or other source of steam
- a knife
- a cutting board
- some food to slice
- a slicer
- a heavy crate or box

### When you're ready...

Demonstrate how to: lift lids without getting burned; hold a knife and slice food properly; operate and clean a slicer safely; lift heavy items safely.

Then divide employees into pairs, have them practice each technique, and ask them to evaluate one another.

As employees practice, walk around the room and provide feedback to them.

If you'd like to plan additional activities, how about inviting safety experts from your community? For example...

Invite someone trained in First Aid to discuss prevention and treatment of injuries.

Invite a member of your local fire department to discuss types of fires and how to use extinguishers.

Teaching Aid 7.12 "Personal Injury
Protection"
(Instructions for
Presenters)